

Volunteer Handbook

1. VOLUNTEER STATUS

As a volunteer with Castlemilk Community Football Trust, you will be a highly valued member of our working team, whose work will be very much appreciated by both the organisation and the service users.

Volunteers are at the core of our organisation, therefore, we place great importance on ensuring each and every volunteer is happy and content whilst working with the project.

We recognise the wealth and diversity of skills volunteers can bring to both our project and the community in general.

The importance of volunteers to Castlemilk Community Football Trust:

- ❖ Volunteers extend our capabilities as they enable us to provide a service to people experiencing a difficult period of their life.
- ❖ Volunteers provide the Castlemilk Community Football Trust with a wide range of skills, talents, abilities and experiences.
- ❖ Volunteers raise our profile in the community.
- ❖ Volunteers bring passion and enthusiasm to Castlemilk Community Football Trust as they are giving freely of themselves.
- ❖ Volunteers provide continuity to Castlemilk Community Football Trust as well as consistency.

THANK YOU FOR VOLUNTEERING WITH CASTLEMILK COMMUNITY FOOTBALL TRUST

2. VOLUNTEER PROFILE

There are many different qualities that volunteers can bring to our project. We need volunteers who are:

- ❖ Reliable
- ❖ Sensitive and caring
- ❖ Understanding and supportive
- ❖ Interested in people
- ❖ Flexible
- ❖ Comfortable working as part of a team
- ❖ Able to work under their own initiative
- ❖ Willing to undergo training
- ❖ Friendly with a good sense of humour
- ❖ Dedicated and committed
- ❖ Honest and trustworthy

BENEFITS OF VOLUNTEERING

Voluntary work can offer you many benefits as well as assisting your personal development. Voluntary work can sometimes offer you:

- ❖ Work experience
- ❖ Recognition that you have something to offer others
- ❖ The chance to acquire new skills
- ❖ A reference
- ❖ Active involvement in the community
- ❖ A challenge
- ❖ A sense of achievement and satisfaction of doing something worthwhile
- ❖ Something to occupy or fill your time
- ❖ Growth in self-confidence

It is vitally important to become a volunteer for the right reasons, therefore, you should think about the reasons why you have decided to become a volunteer. Voluntary work cannot offer you any of the following:

- ❖ A job, or promise of one
- ❖ Therapy
- ❖ Money
- ❖ An automatic answer to your problems

HERE ARE A FEW QUESTIONS TO ASK YOURSELF BEFORE YOU AGREE TO BECOME A VOLUNTEER WITH CASTLEMILK COMMUNITY FOOTBALL TRUST:

- ❖ Do I really want to do voluntary work?
- ❖ Do I feel I'm being pushed into volunteering?
- ❖ Am I ready to take on and carry through a voluntary commitment?
- ❖ How well do I relate to other people?
- ❖ What would I like to get out of doing voluntary work?
- ❖ What can volunteering offer me?
- ❖ What skills and qualities do I have to offer?
- ❖ How much support would I want?
- ❖ How often would I want to do voluntary work?
- ❖ Do I actually have the time to volunteer?
- ❖ How long do I want to remain a volunteer?
- ❖ Do I have any particular ideas about what I would like to do?
- ❖ Do I have any expectations about volunteering?

3. VOLUNTEERING GUIDELINES

In order to ensure the safety of all volunteers and service users alike, the project has compiled the following code of practice which all volunteers **MUST** follow.

- ❖ Volunteers should not share personal problems with participants
- ❖ Volunteers should not give unlimited personal details to participants
- ❖ Volunteers should not try to solve participants' personal problems
- ❖ Volunteers should not share any personal problems or concerns with participants' family or friends
- ❖ Volunteers must always report any accidents to the Charity Manager
- ❖ Volunteers should also act in a responsible way that will not bring Castlemilk Community Football Trust into disrepute

4. ISSUES TO CONSIDER WHEN VOLUNTEERING

- ❖ Find out and be clear on what is expected of you
- ❖ Do not over commit yourself
- ❖ Offer only as much time as you can reliably give
- ❖ Know who you are responsible to and who you can go to for information and advice
- ❖ Share any concerns you may have about your volunteer work with the Charity Manager
- ❖ Please do not feel obliged to carry out any tasks against your wishes or which you feel is unreasonable - discuss it with the Charity Manager
- ❖ Be sensitive and understanding to, and respectful of, the needs and rights of others
- ❖ Be aware that rights come with responsibilities
- ❖ Volunteers should not accept any personal gifts of any description from participants, however if participants insist on making a donation the volunteers should pass on to the Charity Manager

Naturally there is some flexibility within some of these guidelines. If you are unsure of any of the guidelines or would like to seek advice or clarification, please contact the Charity Manger.

5. VOLUNTEER SUPPORT AND SUPERVISION

❖ SUPPORT

The Castlemilk Community Football Trust aims to provide the highest standard of support to all of its volunteers on a regular and continuous basis.

As volunteers are at the core of this project, Castlemilk Community Football Trust wants to ensure that each and every volunteer is happy and content whilst volunteering with our project. It is therefore of paramount importance that you communicate any concerns or grievances you may have whilst engaged in any work with the organisation, with the Charity Manager, who will spend time discussing any issues you may have.

Although supervision sessions will take place every 2-3 months, additional support will be made available to any volunteer out with these sessions. Volunteers should feel free to contact the Charity Manger at any time, who will be more than happy to accommodate.

VOLUNTEERS SHOULD NOT WAIT UNTIL THEIR SUPERVISION SESSION TO EXPRESS ANY CONCERNS.

❖ SUPERVISION

Supervision will be held every 2-3 months with individual volunteers and will last approximately 30 minutes. Volunteers should not become worried about these sessions as they are informal and primarily designed to review the volunteer's progress and discuss any issues they may have. The main purpose of the supervision sessions is to ensure that all volunteers are happy in their work and in general with the project as a whole.

Some of the areas which may be covered in supervision:

- ❖ The type of work you have been carrying out
- ❖ How well you think you have done in carrying out these jobs
- ❖ How participants have been responding to you
- ❖ The training you have received and any other training you feel you need
- ❖ Your strengths and weaknesses as a volunteer
- ❖ How volunteering has helped in your personal development
- ❖ Any questions, concerns or issues you may have
- ❖ Your feedback about Castlemilk Community Football Trust as a whole

6. VOLUNTEER MANAGEMENT PROCEDURES

❖ MAINTENANCE OF RECORDS

A system of records will be maintained on each volunteer, including dates of service, position held, duties performed, evaluation of work, and recognition given. Volunteers shall be responsible for submitting all appropriate records and information to the Charity Manger.

Volunteer's personal record shall be accorded the same confidentiality as staff personnel records.

❖ CONFLICT OF INTEREST

Any person who has a conflict of interest with any activity or programme of the organisation, whether personal, philosophical, or financial, shall be required register

conflict of interest prior to being accepted (to be decided by TRUSTEES) to serve as a volunteer.

❖ **REPRESENTATION OF CASTLEMILK COMMUNITY FOOTBALL TRUST**

Prior to any action or statement which might significantly affect or obligate the organisation, volunteers should seek prior consultation and approval from the Charity Manager. These actions may include, but are not limited to, public statements to the press, lobbying efforts with other organisations, collaborations or joint initiatives, or any agreement involving contractual or other financial obligations. Volunteers are authorised to act as representatives of the organisation as specifically indicated within their job description and only to the extent of such written specifications.

❖ **CONFIDENTIALITY**

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single member of staff, volunteer, customer, or person or involves the overall business of the organisation. Failure to maintain confidentiality may result in the termination of the volunteer's contract with the organisation or other corrective action.

❖ **DRESS CODE**

As a REPRESENTATIVE of the organisation, volunteers, like staff, are responsible for presenting a good image to clients and to the community. Volunteers shall dress appropriately for the conditions and performance of their duties.

❖ **PRINCIPALS OF GOOD PRACTICE FOR VOLUNTEERS**

Castlemilk Community Football Trust believes that our relationship with volunteers is one of mutual responsibility and commitment, within which the organisation and our volunteers both have rights and responsibilities. Our aim is to provide volunteers with positive and enjoyable experiences and hope volunteers gain from it in terms of their own personal development.

When involving volunteers Castlemilk Community Football Trust will be guided by the following principle of good practice:

- ❖ The tasks to be performed by volunteers will be clearly defined so that all concerned with their activities are sure of their respective roles and responsibilities.
- ❖ Castlemilk Community Football Trust will comply with the Data Protection Act by the use of application/registration forms and by keeping a written record of work carried out by volunteers as a basis for monitoring. Volunteers will be permitted access to their records on request.
- ❖ All volunteering opportunities will complement the work of paid staff, rather than replacing it.
- ❖ Opportunities will be given for volunteers to represent their views to management.
- ❖ All existing and future policies will be checked as to how they affect volunteers.
- ❖ A mechanism will be established by which the policy and procedures on volunteers can be monitored and evaluated.
- ❖ Respect for equal opportunities and human rights will be rigorously applied.
- ❖ Volunteers will be covered by the project's insurance scheme and in addition to this group accident cover will also be secured.

7. TRAINING AND FURTHER LEARNING OPPORTUNITIES

❖ **ORIENTATION**

All volunteers will receive a general orientation on the nature of the purpose of the organisation, an orientation on the nature and operation of the programme or activity

for which they are recruited, and a specific orientation on the purposes and requirements of the position which they are accepting.

❖ **ON THE JOB TRAINING**

Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer.

❖ **CONTINUING EDUCATION**

As with staff, Volunteers should have the opportunity to improve their levels of skills during their terms of service. Additional training and educational opportunities will be made available to volunteers during their connection with the organisation where deemed appropriate. This continuing education may include both additional information provided either by the organisation or by assisting the volunteer to participate in educational programmes provided by other groups.

❖ **Conference attendance**

Volunteers are authorised to attend conferences and meetings, which are relevant to their volunteer assignments, including those run by other organisations. Prior approval from the Charity Manager should be obtained before attending any conference or meeting

8. EQUAL OPPORTUNITIES POLICY

Castlemilk Community Football Trust aims to be an equal opportunities employer. The aim of our policy is to ensure that no job applicant, service user, employee or volunteer receives less favourable treatment on the grounds of age, race, colour, nationality, ethnic or national origin, gender, disability or marital status, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Selection criteria and procedures will be frequently reviewed to ensure that individuals are selected, treated and trained where possible, promoted, on the basis of their relevant merits and abilities. New posts will usually be widely advertised although, where local recruitment is considered likely, advertising may be confined to Castlemilk and surrounding areas. Existing staff will be eligible to apply for all vacancies.

All employees and trainees will be given equal opportunity, and where appropriate, training to progress within the Organisation.

The Organisation is committed to a programme of action to make this policy fully effective.

In order to make the policy fully effective, the Organisation will take the following action:

- ❖ The Charity Manager is responsible for the implementation of the policy
- ❖ By monitoring the make-up of our employees, volunteers and participants we can assess our effectiveness
- ❖ We will ensure our partner agencies are informed of our policy so they are aware that all parts of the organisation's purpose are open to participants regardless of gender, race, religion or disability
- ❖ All employees, will be made aware of our policy and the steps that we are taking to ensure its success

9. ATTITUDE AWARENESS

Staff within Castlemilk Community Football Trust endeavour to work with all participants and volunteers as individuals without making assumptions about ability or preference based upon stereotypes.

Staff are given the opportunity, through staff development provision, to become aware of particular physical, social, cultural or other external factors which may affect individual's choices in terms of volunteering, education and training.

When unsure of the extent to which particular cultural, social, physical or other factors may impinge on an individual's ability to achieve equality of opportunity, staff are encouraged to seek the necessary information, either from the individual concerned or from a colleague.

Staff are encouraged to work honestly and openly with participants and volunteers to set goals which, whilst realistic, also allow for the fullest possible development of the individual's potential.

Within Castlemilk Community Football Trust sexist, racist or other abusive language will not be tolerated. Any person using such language will be asked to apologise for their use of language or to leave the premises. Staff using such language will be subject to disciplinary procedures laid out in the Organisation Handbook.

Racial or sexual harassment within Castlemilk Community Football Trust will not be tolerated. People will be asked to leave the premises. Staff will be subject to disciplinary procedures as laid down in the Organisation Handbook.

10. HEALTH AND SAFETY POLICY

Castlemilk Community Football Trust Health and Safety Policy is as follows:

- ❖ To ensure, so far as is reasonably practicable, the safety of Castlemilk Community Football Trust staff members, volunteers, participants to work and relax in freedom from risk to health of the tasks upon which they are engaged and the places in which they are performed.
- ❖ To comply with all statutory requirements relating to the health and safety of staff member while at work.
- ❖ To seek ways to minimise the number of accidents to Castlemilk Community Football Trust staff members while at work.
- ❖ All staff members and volunteers use the appropriate equipment for Health and Safety purposes at work.
- ❖ To review regularly operating and safety measures and availability of safety equipment provided with a view to their proper observation, maintenance and improvement.
- ❖ To provide periodic instruction and training in Health and Safety matters for staff members and volunteers.
- ❖ To bring to the notice of each staff member their duty to take reasonable care for their own health and safety and for that of other; and their duty to co-operate with the Chair in discharging health and safety requirements imposed on the employer.

The Trustees of Castlemilk Community Football Trust believe that within their premises there is no threat to environmental health.

The Trustees are responsible for health and safety in respect of the organisation and will ensure, so far as is reasonably practicable, the health, safety and welfare of its staff members and volunteers whilst in the course of their employment and

engagement with the organisation. This requirement also extends to other persons on the project's premises.

An accident register is kept Castlemilk Community Football Trust. All accidents resulting in personal injury must be recorded. Every staff member has a duty to report such incidents to assist in determining the cause and to help in any subsequent investigation with the aim of preventing recurrence.

First Aid facilities are provided by Castlemilk Community Football Trust through the provision of a First Aid Box held at the reception area of Pavilion.

Instruction of all staff members in the operation of fire equipment, the implementation of emergency procedures and safe working methods.

Arrangements are made for the regular inspection and servicing of equipment and machinery used by organisational staff members. Any fault occurring between inspections should be reported immediately to the Charity Manager who will withdraw the equipment from use and arrange for its repair.

Hygiene is an essential part of any health and safety programme. Washing and toilet facilities are provided and maintained. Any shortcomings should be reported immediately to the Charity Manager.

All equipment will be so installed so as to ensure that it is safe when used in accordance with the manufacturers or suppliers instructions, and will be periodically inspected by staff for that purpose. The staff will ensure that the health and safety and environmental aspects of information technology are properly considered. Where regulations exist, they will be adhered to.

11. FIRE PROCEDURE

The evacuation procedure should be made known to all staff members and publicised on notice Boards.

Part 1 – if you discover a fire

If you discover a FIRE, give the alarm immediately. This is done by the use of the panic alarm system.

Call for assistance and if possible attack the fire with the CORRECT extinguisher equipment. DO NOT put yourself in any danger

If the fire continues to grow, leave the building quickly by the nearest escape route – close all doors – and report to the Assembly Point.

Part 2 – if you hear the fire alarm

If you have no other responsibilities, leave the building quickly by the nearest route. Proceed directly to the Assembly Point for Roll Call.

Part 3 – assembly point procedure

The Facility Manager will be responsible for the information concerning any person at work that day but not accounted for.

Individual staff members are responsible for ensuring the safe exit of their clients and/or visitors.

Part 4 – fire and evacuation procedure

Staff will proceed to the location of the fire alarm and ascertain if the alarm is true or false.

It is the responsibility of staff on duty to make contact with the Fire Brigade and staff on duty to report the state of the roll call.

Staff on duty will so far as is reasonably practicable, ensure that all staff members and volunteers have evacuated the building.

12. ACCIDENT REPORTING

All accidents at work which result in injury, however minor, must be reported immediately to the Charity Manager.

An Accident Report Form should be completed and submitted to the Charity Manager.

13. CONFIDENTIALITY POLICY

Castlemilk Community Football Trust believes that at the heart of confidentiality is respect for the individual involving issues of trust, intimacy and the ultimate well-being of our service users.

All participants have the right to expect complete confidentiality from our project unless there are very exceptional circumstances. It is of paramount importance to us as an organisation that our participants feel secure in us and that this trust will not be misplaced.

Staff members and volunteers may not disclose any information to any unauthorised person, any information about the interests or business of the Castlemilk Community Football Trust or associated companies.

Upon termination of service (for whatever reason) all files, documents and other papers concerning said interests or business must be returned to Castlemilk Community Football Trust, without duplication.

These non-disclosure terms will apply also to information acquired during service with Castlemilk Community Football Trust or any confidential information relating to the participants, staff, volunteers, consultants or advisors.

Breach of this duty of confidentiality will be treated as gross misconduct which will be dealt with, as outlined in the Disciplinary and Related Procedures of the organisation, and may lead to dismissal.

This code applies to all personal and family information or information regarding social circumstance, irrespective of how that information is held.

This code applies to all those employed on a waged or voluntary basis.

14. VOLUNTEER GRIEVANCE PROCEDURE

The overall responsibility for the maintenance of discipline amongst the volunteers rests with the Charity manager/ Trustees. This procedure applies to all volunteers working on behalf of the project.

The responsibility to counsel, support or correct all volunteers when their work or conduct is not up to the standard required by the project is inherent in the role of the Charity Manager. It is essential that all volunteers are aware of this fact, and that it is understood by all concerned that all grievance and discipline procedures must be dealt with by the Charity Manager / Trustees.

Complaints may be made against a volunteer or paid member of staff; they may be brought by a volunteer, a paid member of staff or by a member of the public. At each stage of the grievance procedure, a member of the Board must be informed and a report produced for the next formal meeting of the Board:

- ❖ Complaints against a volunteer
- ❖ Informal Warnings

The Charity Manager, after establishing the relevant facts, may give a volunteer an informal warning to improve conduct or performance. This is the first effort to assist a volunteer in reaching the required standard. These informal warnings/counselling sessions are not part of the disciplinary procedure.

❖ Formal Warnings/Disciplinary Procedures

Before taking any action, the Chair must first establish, without delay, the relevant facts. This done, the Charity Manager must interview the volunteer in the presence of another member of staff or Board Trustee.

The volunteer must be made aware before the interview that a complaint has been made against them and the nature of the complaint. The volunteer should then be invited to attend an interview if they wish and informed of the option to bring another volunteer/representative for support.

The volunteer must first be invited to state their case. The Charity Manager may then question the volunteer, who may look to the accompanying volunteer or representative for support.

The Charity Manager must take account of any mitigating circumstances when considering action.

❖ Operation of procedure

Where the facts of the case appear to call for action other than summary dismissal, the following procedure will be followed:

- The volunteer will be informed that the offence which they have committed makes them liable for a verbal warning, and that this warning is part of the formal disciplinary process.
- The volunteer will be informed in writing of this warning, and told that a note of the warning is recorded.
- The volunteer should be informed that three such warnings will lead to dismissal.

❖ Dismissal

In the event of three warnings, the volunteer must be informed in writing that the project is no longer able to use their services, for the following reasons. These reasons must have been made clear to the volunteer throughout the disciplinary process and written records of all conversations and correspondence kept.

❖ Appeals

All volunteers have the right to appeal against any complaint brought against them and upheld by the Charity Manager/ Trustees

In the case of a warning, an appeal is made to the Board of Trustees. The appeal must be made in writing within seven days of receipt of written warning. The Board will interview both the Chair and the aggrieved volunteer. The volunteer may be accompanied by another volunteer or representative of their choosing. The Board's decision shall be conveyed in writing, to both the Chair and the volunteer within seven days.

Where a volunteer is dismissed, they will have the right of appeal to the Chairperson of the Board. The Chairperson will independently gather the necessary information and evidence, and after interviews with the volunteer, the Charity manager, make a binding decision. The volunteer will be informed of the outcome within one month of making the appeal. The Chairperson's decision is final.

❖ **Summary dismissal**

Volunteers may be summarily dismissed where one of the following offences is committed:

- Theft of property belonging to the project, another volunteer, paid member of staff or a service user.
- Acts of violence towards a member of staff, paid or voluntary, a member of the public or against a service user.
- Malicious damage to property belonging to the project, its staff, paid or unpaid or any service users.
- Deliberate falsification of expense claims
- Deliberate falsification of income received by the project
- Disclosure of confidential information relating to the project or to its users
- Convictions of a criminal offence that undermines a volunteers suitability for employment with the project
- The provision of false personal information, or failure to disclose information relevant to their employment as a volunteer
- Sexual harassment
- Racial harassment

Summary dismissal can only be decided by the Chair or the Chairperson of the Board. Whilst the case is being investigated, the volunteer will be suspended from their duties. The volunteer will have the right to put their case to the Chair/Chairperson of the Board and be accompanied by another volunteer or representative. The volunteer will be informed in writing of the decision of this group within one month of the suspension.

An appeal against summary dismissal may be made to an appeal committee which will consist of three members of the Board not previously involved in the complaint. Notice of an appeal must be given within two weeks of receipt of the written decision. The appeal committee must interview the volunteer and the Charity Manger, and reach a final decision within four weeks of the appeal being lodged. Their decision is final.

❖ **Complaints against a paid member of staff**

Volunteers have the right to make known grievances against a paid member of staff. In the first instance, the existence of a complaint should be made known to the Charity Manager, who will arrange for the volunteer to discuss the complaint with the Board.

The volunteer may choose to be accompanied to this meeting either by the Charity Manager or a volunteer or representative of their own choice. Where the volunteer has a complaint against the Charity Manager, this should be made known to the Chairperson of the Board.

The Chairperson will put in action the organisations grievance procedure for paid staff. The volunteer will be informed of the action taken and the decisions made.

15. POLICY ON THE RECRUITMENT OF EX-OFFENDERS

Castlemilk Community Football Trust undertakes to treat all applicants for positions within the organisation fairly and not to discriminate unfairly against the subject of a disclosure on the basis of conviction or other information revealed.

Where a position requires a Disclosure Check we will make this clear on the application form, job advert and any other information provided about the post.

At interview we will ensure that open and measured discussions can take place on the subject of offences. Failure to reveal information at interview, that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

At interview or when receiving a disclosure which shows a conviction, we will take into consideration:

- **Whether the conviction is relevant to the position being offered**
- **The seriousness of the offence revealed**
- **The length of time since the offence took place**
- **Whether the applicant has a pattern of offending behaviour**
- **Whether the applicant's circumstances have changed since offending took place**

We will ensure that all our staff involved in the recruitment process are aware of this policy and have received relevant training and support.

VOLUNTEER AGREEMENT

I _____ agree to adhere to all the policies of Castlemilk Community Football Trust as directed by the Chair.

I agree to volunteer for _____ hours per week and realise I may be contacted at short notice. I understand that I do not have to agree to carry out all tasks requested and I do have an option to say no to any job. I must, however, carry out all tasks that I have agreed to and if, for whatever reason, I am unable to carry out the agreed job, notify the Charity Manager immediately.

I understand that I am responsible to the Chair, whom I will contact with any queries, questions or concerns. I also agree to participate in regular supervision sessions to review my progress and work as a volunteer with Castlemilk Community Football Trust.

My first supervision session will take place when I have successfully completed my probation period.

The probation period will last 2 months and will begin from the date in which I sign this contract. The probation period is in place to ensure that all volunteers are suitable for this type of volunteering and works as a two way process for both volunteers and the project, with neither having to commit after this period.

My first supervision session will take place on _____ at _____

I have read through this booklet and understand what is expected of me whilst volunteering Castlemilk Community Football Trust

Signatures:

Volunteer

Charity Manager

Date _____